Chapter 12

CASE NOTE AND MEETINGS DOCUMENTATION

12-1. Purpose. Each child record in FSFN must contain a specific record of all case activities provided by the investigator, case manager or other child welfare professionals working on the case who have FSFN access. Notes create a point-in-time log of the child welfare professional's activities. Case notes and documentation of meetings create an audit trail for compliance with federal and state requirements. Case notes are a vitally important record of activities pertaining to any given case and are used to transfer information about a case within the Department, among case managers and service providers and in court. Up-to-date notes ensure that information known and activities that have been occurred are known to any other person who needs to access immediate and relevant information about a case or provider. A child welfare professional's notes may be subpoenaed and used as evidence in legal proceedings.

12-2. Individual Contacts with Children, Parents and Other Team Members.

          a. All case activities, including contacts and attempted contacts with a child, the child's parent or caregiver and collaterals must be entered in FSFN no later than two business days after the actual contact or other event.

          b. Notes are automatically date and time stamped with the date and time that the note was entered. The worker responsible for the note entry will enter the actual contact begin and end date and time. The worker will also complete the note category, type and participants that the note pertains to.

          c. When a face-to-face contact is required, the "Face to Face" hyperlink on the FSFN case note page should be completed in order to document for each participant selected whether a face to face contact was completed, attempted or not attempted. A "Reason Not Seen" will be provided for face-to-face contacts that were attempted or not completed.

          d. Case notes will provide the most pertinent facts gathered and observations about the child or family that will be used in developing or updating a family assessment or FFA-O, Progress Update, Other Parent Home Assessment, any type of home study or other case record documentation.

                    (1) Case notes will contain cohesive information that provides a summary of what was learned as a result of the contact or effort to achieve the contact.

                    (2) Notes can be brief, capturing the most important facts learned including behaviors/conditions observed. Notes do not have to be in a formal sentence or paragraph structure or provide a flowing narrative.

                    (3) Case notes shall not contain a specific reference to the child's or any other family member's HIV infection or AIDS. A general term such as child's "chronic illness" will be used.

                    (4) Conclusions, opinions or analyses that are gathered from persons contacted must be labeled as such and attributed to the person making them. Notes may only reflect phrases, quotes, sentence fragments, lists. Examples may include:

                              (a) Discussed school attendance, grades, child's friends and activities.

                              (b) Explored possible ways to help child (parent, caregiver, etc.).

                              (c) Mother stated her worries about child's hitting and biting behaviors in child care; concerns about husband's abusive and controlling behaviors (won't allow her to work outside

home; inadequate weekly allowance for household expenses; not allowed to have cell phone; not allowed to use car).

      e. When a child makes a disclosure of maltreatment to an investigator or a case manager that is likely to result in a criminal investigation, more detailed documentation should be provided as follows:

          (1) To the extent possible, document the questions that the child welfare professional asked to elicit the child's response.

          (2) Document as closely as possible the child's statements.

      f. Any time an investigator completes a sequence or duplicate merge, the affected report numbers and the rationale for the merge must be documented in the case notes.

      g. A FSFN user may create a chronological note for another user provided he or she logs into FSFN using his or her unique and assigned User ID and password. Under no circumstances should a FSFN user ever log into the system using another person's User ID and password.

          (1) If the "Worker Making Contact" is not the same as the person for whom the FSFN user is creating the note, this this should be clearly documented and explained in the chronological note narrative section.

          (2) The FSFN user for whom the note was created is responsible for validating the accuracy of the information.

12-3. <u>Handwritten Field Notes</u>. Contact notes may be handwritten in the field and scanned into the case note page in FSFN as long as the child welfare professional's supervisor considers them to be legible.

      a. The child welfare professional is required to create a note in FSFN to capture the note type, date, time, persons contacted and a summary of the important facts gathered. The note should include a statement to see the associated scanned note.

      b. A word document may be created and the contents copied to the Contact Note text field. It should be noted that use of the following two characters "< the symbol for less than" and ">the symbol for greater than" will result in text being deleted in FSFN when narrative from a word document is copied.

      c. Supervisors of child welfare professionals will work with staff to ensure that handwritten case notes are:

          (1) Legible;

          (2) Succinct; and,

          (3) Relevant.

12-4. <u>Team Meetings, Hearings, Staffings, etc</u>. The FSFN Meeting page will be used to formally document meetings, participants and meeting outcomes. The Meeting page may also be used to schedule a meeting and notify intended participants.

      a. The Meeting page will be used to document the following:

          (1) Administrative Review.

(2) Adoption Applicant Review Committee.

(3) Adoption Match Staffing.

(4) Adoption Meeting.

(5) Adoption Quarterly Staffing.

(6) Case Plan Conference.

(7) Case Staffing.

(8) Case Transfer Staffing.

(9) Child Protection Team Staffing.

(10) Children's Medical Services Staffing.

(11) Comprehensive Medical Assessment Team Staffing (CMAT).

(12) Human Trafficking Staffings.

(13) Department of Juvenile Justice Staffing.

(14) Educational Meeting.

(15) Family Team Conference.

(16) High Risk Staffing.

(17) Independent Living Staffing.

(18) Investigations Meeting.

(19) Legal Consultation.

(20) Legal Meeting.

(21) Legal Staffing.

(22) Mediation.

(23) Medical Staffing.

(24) Mental Health Staffing.

(25) Multi-Disciplinary Staffing.

(26) Other Meeting.

(27) Other Staffing.

(28) Peer Review Meeting.

(29) Permanency Planning.

(30) Permanency Staffing.

(31) Placement Meeting.

(32) Pre-Trial Conference.

(33) Reunification Staffing.

(34) Safety Management Staffing.

(35) Safety Planning Meeting.

(36) Separated Sibling Staffing – Adoption.

(37) Separated Sibling Staffing – Placement.

(38) Service Staffing.

(39) Supervisory Meeting.

(40) Transfer Staffing (Between Programs).

(41) Transition Planning – Initial.

(42) Transition Planning – Ongoing.

(43) Transition Planning – Closure.

b. The following information about meetings will be recorded:

(1) Date and time of meeting.

(2) Brief statement as to reason for meeting and outcomes, in particular any decisions made.

(3) Participants.

(4) Meeting type as listed above.

c. When a required monthly face-to-face contact with a parent/legal guardian occurs during a meeting, in addition to the meeting documentation the contact should be documented in Case Notes. The face-to-face contact note should describe any conversation with the parent that is not reflected in the Meeting note. A cross reference to the Meeting note should also be provided.

d. Other than face-to-face contacts, there should not be a duplicate entry in Case Notes about a meeting documented in the meetings page.

12-5. FSFN Documentation.

a. The FSFN Supervisor Consultation page will be used to document all of the following:

(1) All consultations with investigators associated with any type of investigation, including pre-commencement activities, Present and Impending Danger Assessments, safety planning and management activities such as emergency placement approvals, 2nd Tier Consultations, other secondary case reviews and any Rapid Safety Feedback.

(2) All required consultations with case managers associated with FFA-O or Progress Updates.

b. The FSFN Case Note page will be used to document ongoing case management activities as follows:

(1) When a case note is about a face-to-face or other type of contact with a case participant, the participants must be selected using the FSFN functionality for all note types to document specifically who was seen or interviewed.

(2) The Note type of "Review, Supervisor" should be used for required monthly or quarterly case reviews.

(a) Supervisory review notes will document which case participants were included in the review.

(b) When the review also serves the dual purpose of a required supervisor consultation, a cross reference should be entered in Supervisor Case Consultation page to ensure credit for required consultation (do not enter same details or "cut and paste;" only enter a brief cross-reference).

(3) The Note type of "Supervisor Consultation" should be used for consultations associated with including any required safety plan management activities such as approval of a Family-Made Arrangement, Judicial Reviews and other case planning/monitoring activities.

c. The CBC/Lead Agency will ensure that the FSFN Meeting page is used to document the following activities:

(1) Record the case transfer conference using "Meetings" functionality in FSFN, selecting Case Transfer Meeting (ESI) to document that the meeting has been completed and any follow-up information that is necessary to complete the transfer.

(2) The actual date and time that the case has been accepted by using the "Case Accepted" box on the Case Transfer meeting page.

(3) The Meeting type "Supervisor Meeting" should be used when the supervisor, child welfare professional and another program manager and/or specialist meet and there is not an existing meeting value for a required purpose (e.g., CPT staffing, permanency staffing, reunification staffing, etc.).

(4) The Meeting type "Supervisor Staffing" should be used when the meeting is for the purpose of assigning or transferring the case after it has been accepted for ongoing services.

d. The following FSFN resources are located on the Center for Child Welfare FSFN "How Do I Guide" page:

(1) Supervisor Consultation – How Do I Guide.

(2) Case Notes – How Do I Guide.

(3) Meetings – How Do I Guide.